



DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
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Child Care Development Fund



**Provider/Parent Handbook for serving
Children and Families on Child Care
Development Fund**



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WELCOME

The Child Care Development Fund (CCDF) program is a federal block grant for States, Tribes and Territories and is a key resource to help to increase the availability, affordability, and quality of child care services. CCDF supports low-income families, families receiving temporary public assistance, and those transitioning from public assistance, in obtaining child care services so they may work, attend training, or participate in educational activities.

OVERVIEW OF CHILD CARE CERTIFICATE PROGRAM

Welcome to The Department of Public Health and Social Services (DPHSS), Division of Public Welfare (DPW), Child Care Development Fund (CCDF) Program. DPHSS provides this handbook of information about its child care services and explains the role of child care providers. All rules, policies and procedures in this Provider Handbook are based on federal and state/territorial laws, policies and procedures.

Thank you for choosing to serve families enrolled in the Child Care Subsidy Program. These families rely on child-centered, family-focused services that support their goals of economic self-sufficiency and child development by providing substitute parental care, protection, guidance, and early childhood education. You are an important part of the success of the families you serve!

Purpose

The purpose of the Child Care Development Fund, as stated in the federal regulations, is to “increase the availability, affordability, and quality of child care services.” *The goal of DPHSS’ CCDF certificate program is to offer a seamless system of high quality child care which supports both children and their families, and adheres to the federal regulations.* The purpose of this handbook is to:

- Provide a guide that you can keep and refer to
- Explain your role in providing child care services to CCDF families
- Explain the conditions on which child care services are based
- Explain reimbursement procedures for child care services rendered

This handbook contains guidelines set up for Child Care Providers serving CCDF eligible children, to ensure the proper implementation of the program.

DPHSS/CCDF Mission

DPHSS provides child care services to eligible parents who are striving to become self-sufficient. The program allows families flexibility in selecting a child care program or provider of their choice. The program strives to:

- Provide low-income families with resources to find and afford quality child care for their children.
- Ensure that the child care program contributes to the broader objective of self-sufficiency by providing child care to parents trying to achieve independence from public assistance.
- Provide high quality care to promote optimal child development.
- Ensure that subsidy dollars are provided to the neediest families.
- Enhance the quality and increase the supply of child care for all families.
- Improve the coordination among child care programs and early childhood development programs.

WORKING WITH DPHSS/CCDF PROGRAM

Once a CCDF Parent has selected you to be the family's child care provider, you will be requested to complete the Child Care Provider Data Form which contains the Provider's Assurances/Certification. Read over the agreement carefully. The Provider's Assurances/Certification works as a contract between the DPHSS/CCDF and you. It outlines your responsibilities as well as the Department's responsibilities and will set forth the reimbursement rate that will be paid. The Department cannot pay prior to the month of the certification so it is important that you return the signed Child Care Provider Data and Provider's Assurances/Certification immediately. A copy of the Child Care Provider Data and Provider's Assurances/Certification and other forms used by the CCDF program may be found in the Appendix.

Child Care Certificate

The certificate shows the days and times for which care is authorized, the reimbursement rate, and termination of authorization date. Read the certificate carefully. For your convenience there is a monthly date printed on the certificate so ensure you are using the latest authorization when billing for services. Contact the CCDF office should you have any questions. On the back of the Child Care Certificate, you will find important information regarding the Child Care Certificate.

Prior to any payment from the CCDF you will need to make arrangements with your client on how you wish to be paid. Payments are made by either checks by mail or Direct Deposit. Both Child Care Center and Family Home Providers may choose payment by Direct Deposit. Should you choose direct deposit, you must register at the Department of Administration, Accounting Division. A copy of the Direct Deposit form may be found in the Appendix.

If you are an exempt family child care home provider, you will be asked to sign the Day Care Standards for Non-Licensed Provider form. Read this form carefully before signing and keep a copy to refer to in the future. By signing this form, you are agreeing to meet the standards listed while you are providing care under the CCDF program. If you fail to meet those standards, the department may terminate your certification. Exempt family child care home providers cannot be paid by the CCDF program until everyone in the home who is 18 years old and older submits current police clearances and criminal court clearances.

Child Care Calendar/Attendance Log

The Child Care Calendar (CCC)/Attendance Log sheet are the source documents used to verify care actually used. The monthly CCC/Attendance Logs must be completed for each child enrolled in child care. A CCC/Attendance Log shall be attached to the child care certificate upon completion. The CCC/Attendance Log will list the names of the children for whom care is being provided. The names listed on the CCC/Attendance Log should be the same as those children listed on the Child Care Certificate.

The CCC/Attendance log must be completed with a parent's legal signature using black or blue ink. Changes to the pre-printed information on the CCC/Attendance Log are not permitted. Use of white out is not permitted. At the end of the month, both parent and provider must sign, **under penalty of perjury**, that the information contained on the CCC/Attendance Log is accurate and correct. CCC/Attendance Logs MUST be completed on a daily basis. The CCC/Attendance Log must be returned to the CCDF program in order to receive payment for services. A copy of the CCC/Attendance Log is in the Appendix.

Child Care Providers Responsibilities

Providers are responsible for the following, related to the correct completion of Attendance Logs:

- Monitor parents' signing **IN** and/or **OUT** with **EXACT** clock times daily on the Attendance Log provided for each child enrolled.
- Initial and indicate **EXACT** daily **IN** and/or **OUT** for school age children with split schedules.
- Monitor parents' compliance and accurately document reason for absences (i.e., ill, with grandparent, doctor appointment, etc.)
- Indicate "**No show, No call**" when the child is absent and the provider is unable to make contact with the parent; the provider should note on the day or block of days to this effect.
- Document the days your center or home was closed.
- Any error on the CCC/Attendance Log must be crossed out in ink, corrected in ink, and initialed in ink by the person who made the mistake. Neither white out or correction fluid is allowed.
- The parent and the provider must sign the CCC/Attendance Log **at the end of the month** verifying that the information on the attendance sheet is true and correct, **under penalty of perjury**. Under no circumstance shall the client be required to complete and sign the CCC/Attendance Log prior to the end of the month.
- If the parent is paying the provider for care out of pocket for time not covered by the CCDF program, please note that on the day or set of hours with "private pay," to avoid an overpayment for care used while not under a certified need for care (i.e. personal shopping, attending meetings, party etc.).
- Submit original completed Child Care Calendar/Attendance Log by the close of business on the 5th calendar day of each month. When accurate and completed Attendance Logs are received by the due date, providers should receive payment by the 25th of each month. Completed certificates with the Child Care Calendar/Attendance Log must be submitted for processing of payments no later than 90 calendar days after the service date. Any request for payment submitted after the 90 day calendar period will be denied.

Absent Days

An absent day means any day that a child is authorized to be in the provider's care but is not in attendance, and child care would have been provided had the child been present. Therefore the child can be absent from the program or provider not more than three days. If the child is absent for more than three days, the client must justify the reason the child is not utilizing the child care services. If the reason for the child's failure to attend is not based on "good cause" (such as illness, being off-island) then the child will be removed from the child care assistance.

Frequent Absences

You must notify CCDF of any and all excessive absences or irregular child care usage within 10 calendar days of an established pattern. If a parent terminates care for any reason other than because of CCDF action about which you have been informed in writing, notify the CCDF Caseworker within one working day. If CCDF terminates care for the child, you will receive a Notice of Action (NOA) notifying you of the action.

Notice

Should a parent stop using a child care provider, absent days claimed by the provider for his or her notice of period are not reimbursed.

Rate Fees and Center Policies

In determining the rates that will be paid by the CCDF program, officials consider a number of factors such as the local economy, child care availability, market prices/rates and quality. The center cannot charge a higher rate for the families receiving a child care subsidy than is charged to a private fee paying family.

Parents employed with a licensed center or group home may be eligible for child care assistance provided their work in the center is other than providing child care for their own child(ren). The child(ren) cannot be included in a group assigned to the biological parent to maintain the adult/child ratio as required by the licensing regulations.

Registration/Activity Fees

Child care subsidy funds may **NOT** be used to pay provider's registration and activities fees.

When a Parent Changes Child Care Providers

When a parent elects to change providers during their eligibility period, or when a terminated parent reapplies and becomes eligible once again to receive child care assistance, the parent and their current or previous provider must complete the "Client and Provider Separation Clearance" form and submit it to CCDF. If a parent fails to pay their share or if the parent has an outstanding balance or is in arrears and fails to show proof that they have made arrangements to pay their provider, assistance will be terminated or denied.

Record Maintenance

You are required to have on file current statements of immunizations for all CCDF children in your care. Parents are required to provide you immunization records within 30 days of the date of their child(ren)'s enrollment. New statements must be obtained annually. Parents can obtain an immunization statement from their health care provider or the Department of Public Health and Social Services, Division of Public Health, Immunization Section.

There are only two exceptions that allow parents to forego having their children immunized. One is for religious reasons. In this instance, the Child Care Provider must obtain a statement from the parent to that effect, and must keep this on file. The other exception is for medical reason and in that case, the parent shall provide a statement signed by his/her health care provider that explains why the child(ren) cannot be immunized.

Child Care Provider Changes/What Happens If I Move?

It is important to remember that the Child Care Subsidy Program links your child care subsidy payments to the address specified on the Child Care Certificate where you provide child care. Every participating child care provider must document that they have met the Subsidy Program provider requirements at the site where care is provided. This may include, but is not limited to, an inspection of the site/facility. Failing to have your new address approved will result in subsidy payment disruption. You must always contact the Department **PRIOR** to moving. Failure to notify the Department of a change in your status will result in immediate termination of subsidy payments. Further, you may receive a demand for repayment of any and all Subsidy Program dollars paid to you if you were reimbursed for child care provided at an ineligible site/facility or any site other than that listed on the child care certificate. Once you know your new address, schedule a time before you move to have the address inspected. Once you have received your new license,

contact the CCDF program. You will need to report that you have changed the address where the subsidy program children receive child care services.

Reportable Changes

- A change in the facility name,
- A change in governing body or corporate status,
- A change in facility rates or fees,
- A change in hours of operation,
- A change in holiday schedule,
- A change in the ages of children served,
- A change in the facility owner's address,
- Any change in facility license or registration caused by condition placed on it by the Department of Public Health and Social Services, Department of Environment Health (DEH), or any condition affecting the status of your facilities regulated by other authorities, and
- A change in the contact person or director.

Monitoring

CCDF Program staff may conduct on-site fiscal and program monitoring during operation hours. CCDF Program staff may, at its discretion, utilize the assistance of other departments or other state or federal entities to conduct on-site monitoring visits.

1. Each center/home must maintain a daily attendance roster and ensure daily, that each child is properly signed in (parents or responsible adult's first and last name and time of arrival) and signed out (parents or responsible adult's first and last name and time of departure).
2. The attendance recorded on the center's/home's attendance roster and sign in/out sheets will be validated against the attendance reported on the center's/home's ledger. If the payment ledger (s) does not correspond with the sign in/out sheets and the attendance roster, CCDF funds shall be recouped.
3. The center's/home's published rates charged to the general public will be compared to the rates requested and received on each certificate.
4. The CCDF program official will verify the payment of co-payment fees.
5. The center/home will be monitored to make sure that the hours of operation meet the needs of the full-time working parents. This applies to non-traditional child care hours. The center must be open at least five (5) days per week.
6. The enrollment/roster sheet will be reviewed to ensure that the center/home is not receiving more CCDF) certificates than its licensed capacity. All centers/homes, whose attendance exceeds the center's license capacity, shall be reported to the licensure section.

Child Abuse Reporting

As a provider, you need to be aware that CCDF Program staff shall report any and all suspected child abuse. In addition, Guam law requires licensed child care providers to report instances of suspected child abuse and license exempt providers must report instances of suspected child abuse.

BILLING FOR SERVICES

Child Care Certificate

When a child care provider is presented a child care certificate, it serves as an assurance that payment for that portion of child care services covered by the Subsidy Program will be made by the Department. After a month's service has been provided, the certificates are completed and signed by the client and provider, and must be submitted to the CCDF office to initiate the processing of payment.

The Child Care Certificate serves as an invoice to the CCDF program for services provided for the identified month. You must complete this form in black or blue ink and submit it to the CCDF program in order to receive payment for your services. CCDF requires the child care calendar and the original signatures from you and the subsidy client. The CCDF program has specific timelines for submission of the child care certificate for payment. As a general rule, you must submit your child care certificate by the 5th of each month.

Example: If you provide care for CCDF children in the month of October 2009, you must submit your child care certificate to CCDF by the 5th of November 2009.

Completed certificates must be submitted for processing of payment no later than 90 calendar days after the service date. Any request for payment submitted after the 90 calendar day period will be denied.

Example: If you or the client were issued a child care certificate for the service month of October 2009. The provider/client has 90 calendar days or no later than January 31, 2010 to submit the certificate for payment.

If the issuance of the certificate is delayed due to an agency error, the agency must issue the certificate within 30 calendar days from the date the agency is notified that a client was not issued a certificate and was entitled to receive the benefit. The reason for the agency error must be documented and approved by the supervisor. The client then has 30 calendar days from the date the client was notified to pick up the certificate to submit the certificate for payment.

CCDF PAYMENT

Payroll System for Direct Deposit

After you submit your child care certificate form to the CCDF program, the information is entered into the Department of Administration, AS400 Direct Deposit.

Payment Rules and Policies

Payments are made based on care authorized by the CCDF child care worker. The Child Care Certificate you receive details what care is authorized. Payment is only authorized for the actual days the child attends the center.

Example: If a child only attends 9 days out of the month, CCDF will only pay for the days the child attends. This is how the proration is calculated: the child care monthly rate is divided by the days the program is open in the month multiplied by the number of days attended in the month. $500 / 20 \times 9 = 225$

Parent's Co-Payment

Some parents receiving child care assistance will be assigned a monthly co-payment fee. As a provider, it is your sole responsibility to collect the parent's share of cost. Providers must not charge parents who are exempt from paying a parent fee or whose parent share of cost is calculated to be zero-there being no difference in cost between the providers's published rate and the child care provider directory listing. The Child Care Provider Data form will indicate which clients are exempt.

Providers must report instances in which the parent fails to pay their required parent co-share. This must be reported within fifteen working days to the CCDF Caseworker. After reporting, the provider has the option to:

- Option 1: Allow the family to remain in care while the provider works with the family to pay their required fee; or
- Option 2: Deny services for non-payment of the parent co-share fee. However, if you deny services, you may not bill CCDF for these days.

The CCDF Program is not responsible for any parent co-share fee owed to the provider.

Overpayment of Reimbursement

1. If the CCDF Program pays for the cost of child care to which the parent was not authorized, CCDF Program may bill the parent for that cost of care.
Example: Parent is working and is authorized to work 35 hours a week. The parent quits his/her job in December and does not notify his/her case worker or the CCDF Program. If CCDF pays for any ineligible child care in January, CCDF Program will later bill the parent for any ineligible care the parent used and for which the provider was paid. Such bills will be sent to the parent within 10 working days of learning of a payment for ineligible care.
2. Collection of overpayments to providers may occur under the following circumstances,
 - Retroactive auditing of records reflects a provider made an error in charges he or she submitted for payment.
 - Unforeseen changes in the funding source rules and regulations.
 - The provider knowingly billed for ineligible child care services and the CCDF program paid.

In the event that an overpayment is discovered which does not appear to reflect fraud, the CCDF Program will notify the provider of the overpayment, the reason for the overpayments, and a repayment plan. If the provider does not respond to the repayment plan or misses the payments as outlined in the repayment plan, a claim may be filed with the Office of the Attorney General.

SUSPECTED FRAUD POLICY

Fraud is defined as intentional deception or misrepresentation made by a person with knowledge that the deception could result in some unauthorized benefit to him/herself or some other person. The CCDF Program is required to actively prevent fraud and to act promptly if fraud is suspected. If any party obtains child care funds or benefits by deliberately providing inaccurate or incomplete information, the CCDF Program shall actively pursue recovering such funds and collaborate with the Office of the Attorney General.

Parents are required to daily sign in/out on the attendance sheets. Providers are required to accurately represent attendance, rates charged to the general public, any changes in licensing status, and all other information described in this handbook.

Credible information received by CCDF Program from any source regarding possible misuse of public funds will be treated seriously and investigated by the Guam Police Department and the Office of the Attorney General. Recovery of funds may be pursued through small claims court or the Office of the Attorney General. Falsification of information or any deliberate act that wrongfully secures child care payments is cause for termination from the program.

REASON FOR TERMINATION/CESSATION OF PAYMENT FOR SERVICES

A provider may be suspected of fraud if one or more of the following is presented.

A request for reimbursement:

- is made in excess of the amount charged by the provider for the child care;
- is made when the provider's license is no longer valid;
- is made for Child Care services that were not provided as claimed;
- is made based upon information that is false or fraudulent;
- is made and the child was not eligible for CCDF;
- is made and the provider became debarred and did not notify the appropriate authorities and continued to provide child care services.

Parent – If a parent provides false information or fails to report changes in employment or household status during the application or re-determination process, child care certificates will be terminated. The parent may be responsible for repaying any payments made to the provider for ineligible services. The CCDF program will also refer the case to the Investigation and Recoupment Office for further investigation and action.

Provider – If a provider knowingly assists a parent in making a false application, forges the parent's name on documents, marks a child present knowing that the child is not attending or is not enrolled in the program, or knowingly charges more for a child with a certificate than for the general public, then that is in violation of the regulations of the CCDF program. These are grounds for termination and cessation of payment in addition to possible recoupment and penalty, and will be forward to the Investigation Recoupment Office for further investigation and action.

Parent and Providers

- Inability or refusal to submit proper required documents (any of the documents referenced in this handbook or incorporated in the packets referenced in this handbook)
- Falsification of information
- Lack of cooperation with CCDF Program
- Use of offensive/foul/language and/or making threats to CCDF Program staff
- Parents who threaten or use offensive or foul language towards providers
- Providers who threaten/use offensive/ foul language towards parents
- Communicating offensively or inappropriately through any medium with the CCDF Program
- Non-compliance with rules set forth in this Handbook or any other source which has a bearing on CCDF Program to properly administer program services

- Catastrophic events out of the control of CCDF Program
- Failure to follow program rules
- Involvement in any criminal activity which affects CCDF staff or locations
- Carrying firearms, weapons, alcohol, or illegal drugs on CCDF Program premises or sites used by Program
- Changes in rules or regulations required by the federal government

Any termination notice will be sent by via US mail to the parent or provider's most current address on record with the CCDF Program.

Reinstatement:

- Parents must contact the CCDF Program directly to determine if they are eligible to re-apply for services.
- Providers who are terminated shall remain ineligible to receive child care payments for a period of least six months beginning from the effective date of termination and possibly longer, depending upon the cause of termination.

TERMINATION OF A PROVIDER OF CHILD CARE SERVICES

The CCDF Program may terminate its relationship with a provider under the following circumstances:

- The first substantiated finding of child care fraud;
- Serious noncompliance or debarred from another state or federal program;

The provider:

- Threatens staff or parents or is verbally or physically abusive;
- Endangers the safety of the child (ren) in his/her care;
- Is no longer in possession of a current facility license issued by Department of Public Health and Social Services, Licensure Section.
- Demonstrates fraud or collusion to defraud;
- Has a substantiated health or safety hazard;
- Operates a center-based or family-center based program illegally;
- Has a substantiation or conviction of abuse/neglect, or an existing employee of the provider, or a member of the provider's household (in the case of family-center based) has the same, indicating behavior harmful to children;
- Engages in substantiated fraud in the receipt of any type of government funds;
- Engages in forgery of signatures on any forms

Upon a termination action by the CCDF program, parents will be advised to choose another child care provider immediately.

CCDF PROGRAM CORRECTIVE ACTION

The Department of Public Health and Social Services, Child Care Development Fund Program may take the following actions if a provider is found to be in non-compliance with the policies and procedures:

1. Suspension, or termination of the Child Care Program or a Provider Conditional Agreement.
2. Temporary withholding of payments to the provider for child care delivered;

3. Nonpayment of child care service provided;
4. Recoupment of funds from the Child Care Provider;
5. Seize the services to CCDF participants;
6. Moving children to another Child Care Provider selected by the parent; or
7. Any other action consistent with the intent of the governing statutes or regulations to prevent, investigate or stop suspected fraud.

APPEALS AND HEARING

Your rights are outlined on the Child Care Provider Data Form and the Child Care Certificate. Under the CCDF program, providers have the right to request an informal hearing with the CCDF Program to discuss payment disputes or termination/denial. To request a hearing, you must put your request in writing to the CCDF Program within 15 working days of the date of the action. The CCDF Program will schedule the hearing to be held within 2 weeks of your request.

Reminder: You must request a hearing within 15 days of the date of the CCDF Program's action.

At the hearing, you will have the opportunity to discuss issues with CCDF Program. The CCDF Program will provide you with information to explain their actions and you will be able to provide information to the CCDF staff to explain why you think they should have acted differently. This hearing is limited to discussion of payment issues or termination/denial case actions. The CCDF Program is not required to meet with you for any other reason. The CCDF program will send written notice of their final decision within 15 working days of the hearing.

DECLARATION OF OPERATION AND NON-DISCRIMINATION

The CCDF program operates in accordance with all applicable state/territorial and federal laws. The program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served.

CONFIDENTIALITY

The CCDF Program will maintain confidentiality regarding confidential information regarding parents, children and providers. Information may be shared as necessary with the Department of Public Health and Social Services, Licensure Section and other departments and/or authorized entities such as the federal government, auditors, legal advisors, and so forth.

Parents and providers should be aware that Department of Public Health and Social Services staff from different programs might exchange information regarding parents, providers or children served as necessary in order to support program integrity. Information may also be released outside the CCDF Program with a signed Department of Public Health and Social Services, Child Care Development Fund Program, Release of Information from the parent, or if a valid subpoena is issued to the CCDF Program.

APPENDICES

This section of your handbook contains copies of the forms you will be using in the CCDF Program. They include the following:

- ☒ Provider Data/Provider Assurances/Certification
- ☒ Child Care Certificate
- ☒ Child Care Calendar/Attendance Log & Provider Reimbursement Time Sheet
- ☒ Vendor Records/Direct Deposit Form

The copies provided are the current versions used as of the date of this handbook. Changes to these forms may be made without notice to providers. If you have questions about these forms or their use, please contact the CCDF Program Supervisors.

CHILD CARE CENTER STATEMENT OF AGREEMENT

As Director or Owner of a Center or Family program, I understand and agree with the following guidance as it relates to the child care certificate program. I acknowledge that I have received a copy of the provider handbook and agree to adhere to the program guidelines outlined in the handbook. **I understand that in order to participate in the program I must attend the mandatory trainings.**

1. This program will provide developmentally appropriate early childhood educational activities.
2. Rates charged to the children receiving certificates cannot exceed rates charged to children that do not receive certificates.
3. Discounts, such as for second or third children in a family, offered to children without certificates must be offered to children receiving certificates.
4. Charges for holidays, vacations, absences, and/or withdrawal for children with certificates cannot be different than charges for children without certificates.
5. Absences will be marked on the monthly ledger, even if the program charges for missed days.
6. Parent(s) or authorized representatives must sign the child in and out on a daily basis. I understand that daily sign-in/sign-out sheets and marked ledgers should agree.
7. I understand that if I mark a child present on a ledger when the child was not actually attending, the program may have overpayments recouped.
8. I will note on the bottom of the ledger the reason a child misses three or more consecutive days. I will notify CCDF Program by telephone if a child misses three consecutive days with no contact from the parent.
9. I agree to submit payment ledgers each month by the due date in order to ensure payment.
10. Co-payment fees must be collected and documented on a monthly basis. I must notify the CCDF Program by the end of the current month if a parent fails to pay his/her co-payment.
11. Once a certificate is written, I understand that the rate cannot be increased during the program year, which is October 1 through September 30.
12. It is my responsibility to report any changes in ownership, tax identification number, address, phone number, center director, policy, and license to CCDF Program within 10 days.

HANDBOOK VERIFICATION RECEIPT

Providers who participate in the subsidized child care program administered by DPHSS/DPW/BES/CCDF are issued this handbook so they may comply with program policies and procedures. Signing below indicates the receipt of the handbook and applicable policies and agreement to comply with program requirements. DPHSS/DPW/BES/CCDF reserves the right to terminate services if any party fails to carry through with the responsibilities as specified.

Name (Please print): _____

Signature: _____ **Date:** _____

Child Care Center Name (if applicable): _____